



Gaining Ground Iowa

# SETTING THE STAGE FOR ACCREDITATION: WHERE TO BEGIN? WHAT TO DO? WHAT IS ALL THIS?

Supporting accreditation readiness, performance, and quality improvement of Iowa's local health departments  
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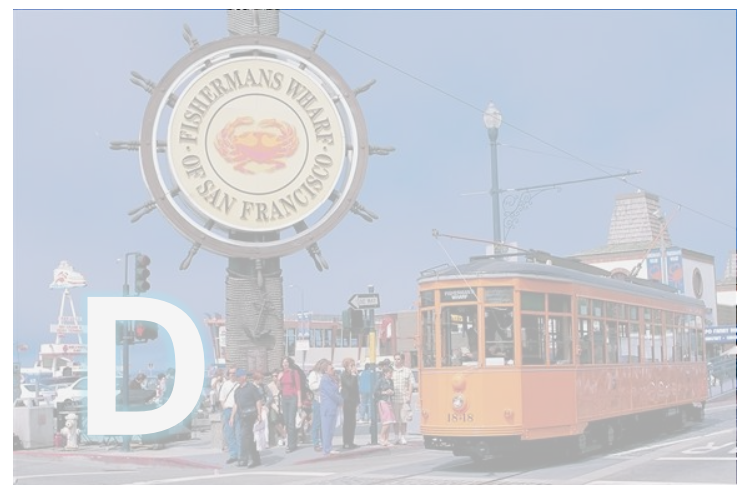
# Select a vacation destination



# Who selected Destination A?



# Who selected Destination B?



# Who selected Destination C?



# Who selected Destination D?



## In your small group

- Develop a list of the top **three** criteria that you used to choose your destination
  1. \_\_\_\_\_
  2. \_\_\_\_\_
  3. \_\_\_\_\_
- Identify what additional information you would have liked to have had to make your decision
- Any other items that went into making your decision?



## Your future “trip to accreditation”

- What additional information do you need to begin to plan this trip?



Gaining Ground Iowa

# PUBLIC HEALTH ACCREDITATION BOARD (PHAB) STANDARDS: INTRODUCTION AND HISTORY

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# IOWA PUBLIC HEALTH: A BRIEF HISTORY



“Headlights Upon Sanitary Medicine”:  
Public Health and Medical Reform in  
Late Nineteenth-Century Iowa

LEE ANDERSON



IN the past two decades historians have reconstructed the narrative of American medical history,<sup>1</sup> moving away from the traditional focus on great men and scientific discoveries toward descriptions of the complex interplay of culture and politics with medical science and the professional ambitions of physician elites. That increasingly sophisticated narrative has opened new and exciting perspectives on the past,<sup>2</sup> but with sometimes paradoxical results.

## Ancient Times

- 1867 Cities, towns, townships boards of health
- 1880 State board of health
- 1922 County health units proposed
- 1924 State health department

# The Middle Ages

1964 Governor's Public Health Advisory Committee

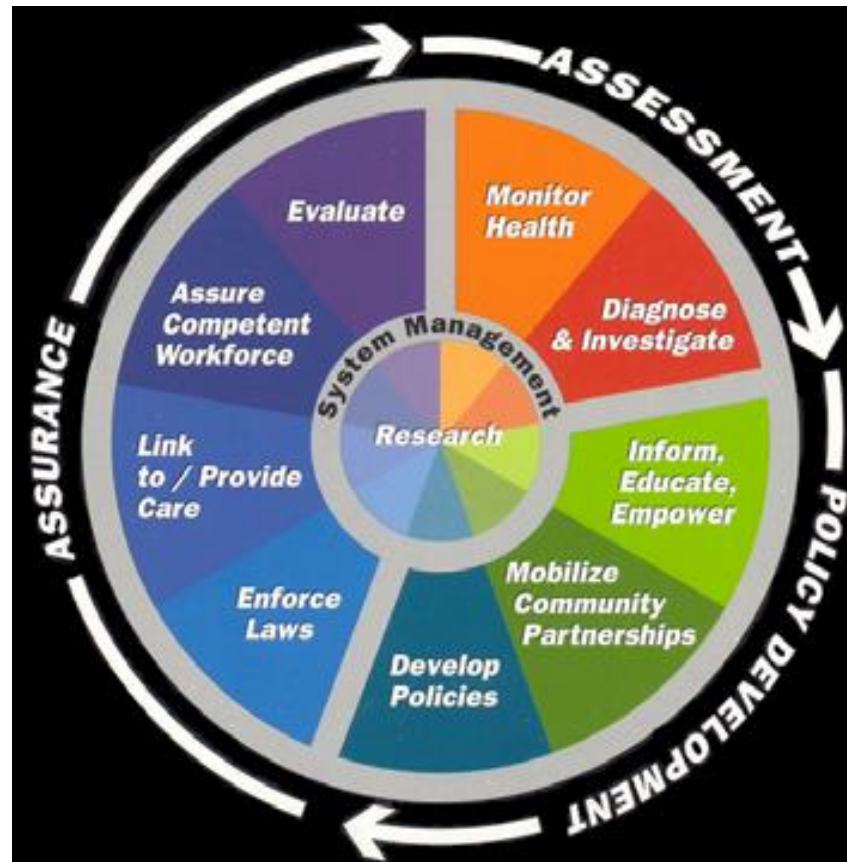
1967 Local Health Act

1970s Guidelines for minimum local board of health responsibilities

1988 Institute of Medicine's *The Future of Public Health*

*No citizen should be without access to the benefits of public health protection through a local public health delivery system.*

1994 Core Functions of Public Health Steering Committee defines nation-wide framework for Ten Essential Services



How do the Ten Essential Services guide the work of your health department?

# MODERN(IZATION) TIMES

# Iowa's History of Public Health Standards

**2003-4** Regional meetings call for action to strengthen public health

**2004-5** Workgroups of state and local representatives ask:



*What should every Iowan reasonably expect from state and local public health?*

*Goal: To modernize an integrated, sustainable public health system that ensures a basic standard of delivery to all Iowans.*

# Iowa's History of Public Health Standards

2006 Workgroups develop Iowa standards

Infrastructure	Services
Governance	Prevent Epidemics
Administration	Protect Against Environmental Hazards
Communication and IT	Prevent Injuries
Workforce	Promote Health Behaviors
Community Assessment and Planning	Prepare for, Respond to, and Recover from Public Health Emergencies
Evaluation	Prevent Epidemics

2007 Iowa standards approved

2008 Workgroup develops implementation plans



The Iowa Public Health Modernization Act passed in 2009

# Iowa's Move Toward PHAB Accreditation

- 2010 Public Health Advisory Council plans for implementation of Public Health Modernization, including accreditation process
- 2011 Two counties pilot Iowa Voluntary Accreditation Process
- 2013 Iowa State Board of Health adopts Iowa Public Health Standards
- ❑ Modernization shifts to quality improvement (QI)
  - ❑ Sixteen counties funded for QI projects
  - ❑ Local health departments across the state receive QI training
- 2014 Council determines state accreditation program **not** feasible. Recommends health departments work toward PHAB accreditation

# History of PHAB Accreditation

- 2003 Institute of Medicine's *The Future of the Public's Health* calls for steering committee on accreditation
- 2004-5 Robert Wood Johnson Foundation launches Exploring Accreditation project
- 2006 Exploring Accreditation Steering Committee decides on nation-wide program that:
- Promotes continuous quality improvement
  - Recognizes high performers
  - Illustrates accountability
  - Increases visibility and public awareness
  - Clarifies the public's expectations

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## Welcome to the Public Health Accreditation Board

[Overview](#)
[Accreditation Process](#)
[Education Center](#)
[Research & Evaluation](#)
[News](#)
[About PHAB](#)

### About PHAB

- Accreditation Background
- Public Health Strategic Partnerships
- Workgroups, Committees and Think Tanks
- PHAB Board of Directors
- PHAB Staff
- Career/Student Opportunities
- Site Visitor Opportunities
- Contact Us

### About PHAB

The Public Health Accreditation Board (PHAB) is a nonprofit organization dedicated to advancing the continuous quality improvement of Tribal, state, local, and territorial public health departments.

PHAB is working to promote and protect the health of the public by advancing the quality and performance of all public health departments in the United States through national public health department accreditation. PHAB's vision is a high-performing

#### Featured Videos

[Click here for iPhone/iPad link.](#)

#### News and Events

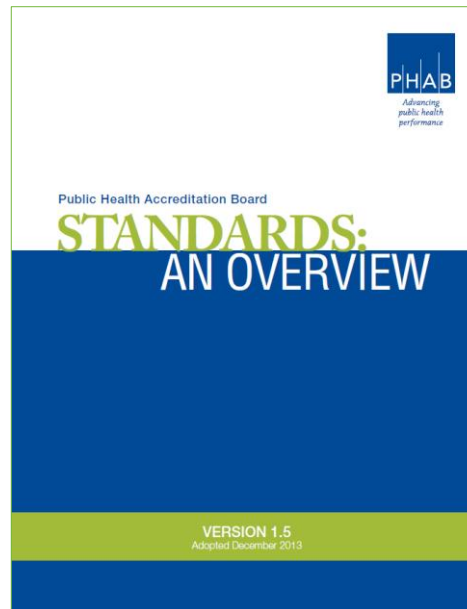
- 02.03.2015 Distribution of Health Departments in e-PHAB as of Feb. 3, 2015
- 01.22.2015 January/February 2015 E-Newsletter
- 01.06.2015 PHAB is Hiring: Accreditation Specialist Sought

The Public Health Accreditation Board (PHAB) incorporated in 2007



## Development of PHAB Standards

- 2008 PHAB drafts standards for alpha testing
- 2009 Initial accreditation process and standards released for comments and revisions
- 2010 *IDPH one of 30 beta sites for more testing*
- 2011 Standards approved and accreditation program launched



Domains 1-10  
based on Ten  
Essential Services

- 
- 1 Assess
  - 2 Investigate
  - 3 Inform and Educate
  - 4 Community Engagement
  - 5 Policies & plans
  - 6 Public health laws
  - 7 Access care
  - 8 Workforce
  - 9 Quality Improvement
  - 10 Evidence-Based Practices
  - 11 Administrative & Management
  - 12 Governance
- 

How are you addressing these domains today?

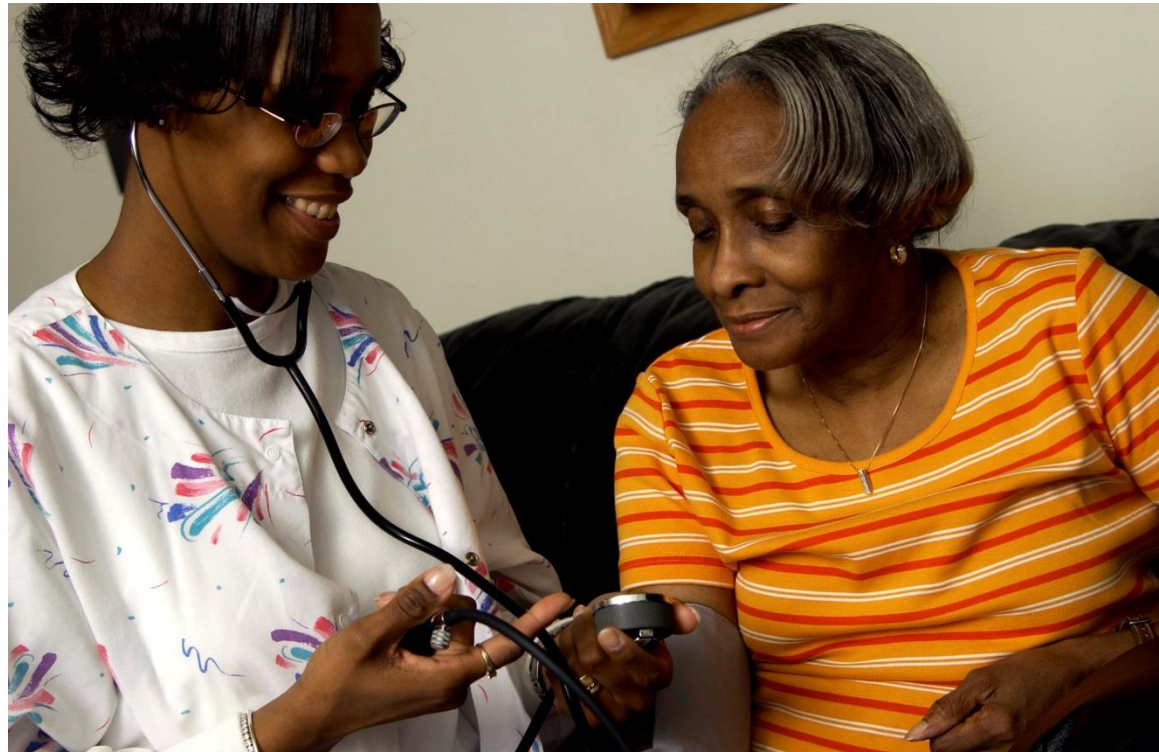
UP NEXT: ARE YOU READY? YOU MAY BE CLOSER THAN YOU  
THINK!



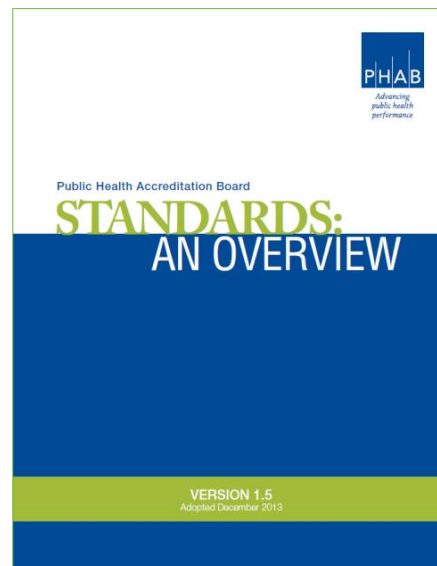
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ARE YOU READY?  
YOU MAY BE CLOSER  
THAN YOU THINK!

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How does the work you do every day fit the PHAB Standards?



- 
- 1 Assess
  - 2 Investigate
  - 3 Inform and Educate
  - 4 Community Engagement
  - 5 Policies & plans
  - 6 Public health laws
  - 7 Access care
  - 8 Workforce
  - 9 Quality Improvement
  - 10 Evidence-Based Practices
  - 11 Administrative & Management
  - 12 Governance
- 

The PHAB standards fall into twelve domains

# Listing of PHAB domains

- 1 Conduct and disseminate assessments focused on population health status and public health issues facing the community
- 2 Investigate health problems and environmental health problems and environmental public health hazards to protect the community
- 3 Inform and educate about public health issues and functions
- 4 Engage with the community to identify and address health problems
- 5 Develop public health policies and plans
- 6 Enforce public health laws
- 7 Promote strategies to improve access to health care
- 8 Maintain a competent public health workforce
- 9 Evaluate and continuously improve processes, programs, and interventions
- 10 Contribute to and apply the evidence base of public health
- 11 Maintain administrative and management capacity
- 12 Maintain capacity to engage the public health governing entity



Now let's see how they fit your work

### Activity

- List three things you do at work every day
- What domain does that activity fall in?



- 
- 1 Assess
  - 2 Investigate
  - 3 Inform and Educate
  - 4 Community Engagement
  - 5 Policies & plans
  - 6 Public health laws
  - 7 Access care
  - 8 Workforce
  - 9 Quality Improvement
  - 10 Evidence-Based Practices
  - 11 Administrative & Management
  - 12 Governance
- 

What might you already have to fulfill the standards?

# Policies and procedures

- Immunizations
- Blood-borne pathogens
- Disease Outbreaks
- Human resources/personnel
- Financial operations
- Employee orientation
- Grants-to-counties
- Tobacco use



## BOH meeting minutes

- Date of meeting
- Attendance
- Contents of BOH packet



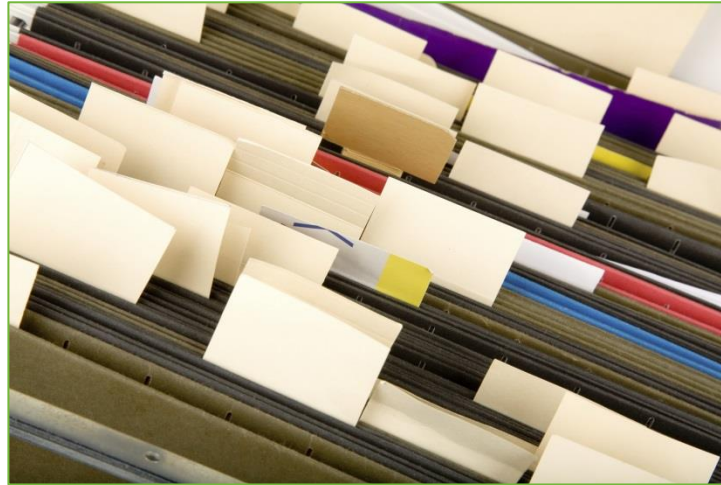
## Response

- After-action reports
- After-hours call down procedure/contacts
- HAN
- IRIS data entry
- 24/7 plan for notifying health department in place



## Community partners

- Coalition work
- CHNA & HIP workgroup
- Stakeholders
- Work with schools, non-profits, other government entities, health-care
- Immunization audits

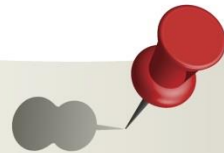


## Administrative activities

- Human resources policies
- Budget
- Table of organization
- Audit report
- Signed contracts
- Annual report
- Ordinances

## Other available resources

- Community health needs assessment
- Health improvement plan
- Strategic plan
- Access to data
- Website
- Press release
- Brochure
- Logo/letterhead



### The Way We See It

- ✓ Pursue accreditation
- ✓ Adopt PHAB standards
- ✗ Watch and wait
- ✗ Do nothing

How can you make the best use of today's training?



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# Welcome to the Public Health Accreditation Board

[Overview](#)

[Accreditation Process](#)

[Education Center](#)

[Research & Evaluation](#)

## Getting Started

▶ [What is Public Health Department Accreditation?](#)

▶ [Who is Eligible?](#)

▶ [What Does it Cost?](#)

▶ [What are the Benefits?](#)

▶ [Getting Started](#)



## Tips for Getting Started

For health departments that are preparing to apply for accreditation, PHAB recommends working

Remember that others have gone before you!



## Additional key considerations

- PHAB has three prerequisites for accreditation
  - Community Health Assessment (CHA)
  - Community Health Improvement Plan (CHIP)
  - Strategic plan
- The other biggies
  - Workforce development plan
  - Quality improvement plan
  - Performance management plan

# Seven steps to accreditation

## 1. Pre-application

- ☐ Assess readiness to apply
- ☐ Complete online orientation
- ☐ Submit statement of intent

## 2. Application

- ☐ Submit application and fee
- ☐ Complete applicant training

## 3. Document selection and submission

- ☐ Select documentation
- ☐ Upload to e-PHAB
- ☐ Submit to PHAB

## 4. Site Visit

- ☐ Site visit team made up of peers
- ☐ Site visit report is developed

...97 percent of health departments that have had their PHAB site visit strongly agree that “Going through the accreditation process has improved the performance of our health department.” — *From PHAB evaluation of 33 health departments*

## Seven steps to accreditation

5. Accreditation Decision
  - Determined by accreditation committee
  - Accredited or action plan
6. Annual reports
7. Reaccreditation

# Not always about hitting a button

- Read the PHAB standards
- Pay attention to:
  - National Association of City and County Health Officials (NACCHO)
  - Gaining Ground
  - Governor's Conference
  - Public Health Quality Improvement Exchange (PHQIX)
- As you undertake activities, consult the PHAB standards

## Either way

- Consider formalizing some practices
  - Policy and procedures
  - Measures
- Schedule reviews/updates
  - Calendars
  - Gantt charts
- Learn about quality improvement and performance management
- Look for information about workforce assessment and workforce development plans

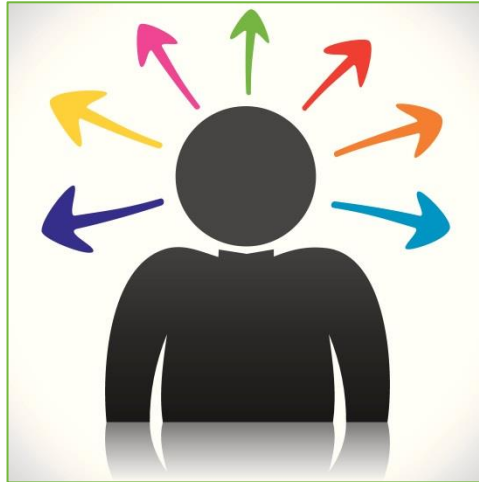
# How to do a self-assessment

- Individual or Team
- Tabletop
  - ☐ Review a domain at a time or assign measures to team
  - ☐ Assess do we have it, or don't we?
  - ☐ Write down what it is, and who has it
- Review of documentation
  - ☐ Actually collect examples
  - ☐ Review them for completeness related to the PHAB standards
  - ☐ Identify strengths and gaps



## Value of self-assessment

- One way to learn the standards and the terminology
- Helps you know your strengths and gaps so you can look for the information you need
- Positions you for funding opportunities
- Positions you for partnerships
- Opens the door for communication



## Strategies for deciding what to do first

- Look at how PHAB standards fit the work you do now. Start there!
- Look for low hanging fruit
- Vote on what to do first
- Rate activities based on level of difficulty and level of impact
- Consider your strengths and the strengths of your staff
- Make a list of possibilities and pick something!

# How not to get overwhelmed

- Do one thing at a time
- Borrow the work of others and make it your own
- Remind yourself this isn't about being the fastest – it's about getting there
- Realize you may have to tweak things as you try them out
- Break things down into small steps
- Work collaboratively
- Be kind to yourself

Questions?



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# RESOURCE SHARING— WHERE TO GO TO FIND OUT MORE!

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# PHAB Resources

- Start with the PHAB website at



The screenshot shows the PHAB website homepage. The header is dark blue with the PHAB logo on the left, which includes the text "Advancing public health performance". To the right of the logo are links for "View Mobile Version", a search bar with "Search PHAB" and a "GO" button, and a "CONTACT US" button. Below the header is a navigation bar with links: Overview, Accreditation Process, Education Center, Research & Evaluation, News, and About PHAB. The main content area is titled "About PHAB" and features a large image of two people jogging on a path with dogs. To the left of this image is a sidebar with a list of links: Accreditation Background, Public Health Strategic Partnerships, Workgroups, Committees and Think Tanks, PHAB Board of Directors, PHAB Staff, Career/Student Opportunities, Site Visitor Opportunities, and Contact Us. To the right of the image is a section titled "About PHAB" with a paragraph describing the organization as a nonprofit dedicated to advancing the continuous quality improvement of Tribal, state, local, and territorial public health departments. Below this paragraph is a smaller paragraph about PHAB's mission. To the right of the "About PHAB" section is a "Featured Videos" section with a video player showing a man speaking. Below the video is a "News and Events" section with a list of recent events: 02.03.2015 Distribution of Health Departments in e-PHAB as of Feb. 3, 2015; 01.22.2015 January/February 2015 E-Newsletter; and 01.06.2015 PHAB is Hiring: Accreditation Specialist Sought. At the bottom right is a "Subscribe to PHAB's E-Newsletter" button.

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Advancing public health performance

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### About PHAB

- ▶ Accreditation Background
- ▶ Public Health Strategic Partnerships
- ▶ Workgroups, Committees and Think Tanks
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- ▶ Site Visitor Opportunities
- ▶ Contact Us

### About PHAB

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PHAB is working to promote and protect the health of the public by advancing the quality and performance of all public health departments in the United States through national public health department accreditation. PHAB's vision is a high-performing governmental public health system that will make the United States a healthier nation.

### Featured Videos

Click here for iPhone/iPad link.

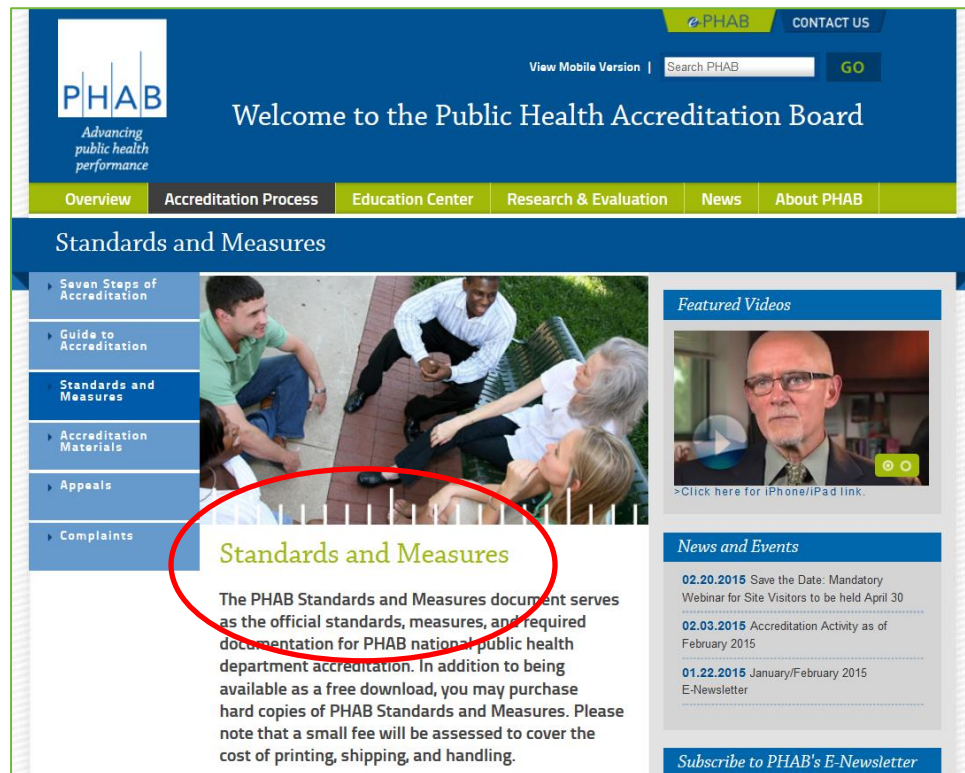
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Subscribe to PHAB's E-Newsletter

# PHAB Resources

- At [phaboard.org](http://phaboard.org), select Accreditation Process > Standards and Measures > PHAB Standards (Version 1.5)



The screenshot displays the PHAB website interface. At the top, the PHAB logo is on the left, and navigation links for 'View Mobile Version', 'Search PHAB', and 'GO' are on the right. Below the logo is the tagline 'Advancing public health performance'. A horizontal menu bar contains links for 'Overview', 'Accreditation Process', 'Education Center', 'Research & Evaluation', 'News', and 'About PHAB'. The 'Standards and Measures' section is highlighted in blue. On the left side of this section, a vertical list of links includes 'Seven Steps of Accreditation', 'Guide to Accreditation', 'Standards and Measures', 'Accreditation Materials', 'Appeals', and 'Complaints'. The 'Standards and Measures' link is circled in red. To the right of this list is a photograph of four people sitting outdoors. Below the photo, the text reads: 'The PHAB Standards and Measures document serves as the official standards, measures, and required documentation for PHAB national public health department accreditation. In addition to being available as a free download, you may purchase hard copies of PHAB Standards and Measures. Please note that a small fee will be assessed to cover the cost of printing, shipping, and handling.' To the right of the photo is a 'Featured Videos' section with a video player and a link to 'Click here for iPhone/iPad link.' Below that is a 'News and Events' section with a list of dates and events: '02.20.2015 Save the Date: Mandatory Webinar for Site Visitors to be held April 30', '02.03.2015 Accreditation Activity as of February 2015', and '01.22.2015 January/February 2015 E-Newsletter'. At the bottom right is a 'Subscribe to PHAB's E-Newsletter' button.

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Advancing public health performance

Welcome to the Public Health Accreditation Board

Overview Accreditation Process Education Center Research & Evaluation News About PHAB

Standards and Measures

Seven Steps of Accreditation  
Guide to Accreditation  
Standards and Measures  
Accreditation Materials  
Appeals  
Complaints

Standards and Measures

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Featured Videos

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News and Events

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Subscribe to PHAB's E-Newsletter

# PHAB Resources

- At [phaboard.org](http://phaboard.org), select Accreditation Process > Accreditation Materials > PHAB Acronyms and Glossary of Terms (Ver. 1.5)

The screenshot displays the PHAB website interface. At the top, the PHAB logo is on the left, and navigation links for 'PHAB' and 'CONTACT US' are on the right. Below the logo, the text 'Advancing public health performance' is visible. A search bar with the text 'View Mobile Version | Search PHAB' and a 'GO' button is present. The main navigation menu includes 'Overview', 'Accreditation Process', 'Education Center', 'Research & Evaluation', 'News', and 'About PHAB'. The 'Accreditation Materials' section is highlighted in the left sidebar, with a red circle around the 'Accreditation Materials' link. The main content area features a large image of four people in a meeting, with the text 'Accreditation Materials' overlaid. Below this, a paragraph states: 'PHAB offers an array of materials that supplement the Guide to National Public Health Department Accreditation and the Standards and Measures to assist health departments throughout the accreditation process.' Further down, it mentions: 'Printed and free downloadable copies of the new PHAB Standards and Measures, Version 1.5, as well as Version 1.0, are available here. In addition, printed versions of any of PHAB's materials can be purchased through PHAB for a small fee to cover the cost of printing, shipping, and handling. For pricing and ordering information, please contact PHAB Office Manager Lisa McAllister at 703-778-4549, or via email at lmcallister@phaboard.org.' On the right side, there is a 'Featured Videos' section with a video player showing a man speaking, and a 'News and Events' section with a list of upcoming events, including '02.20.2015 Save the Date: Mandatory Webinar for Site Visitors to be held April 30' and '02.03.2015 Accreditation Activity as of February 2015'.

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Advancing public health performance

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CONTACT US

Welcome to the Public Health Accreditation Board

Overview Accreditation Process Education Center Research & Evaluation News About PHAB

Accreditation Materials

- Seven Steps of Accreditation
- Guide to Accreditation
- Standards and Measures
- Accreditation Materials
- Appeals
- Complaints

Accreditation Materials

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# Now let's look inside the PHAB standards document

## STANDARD 1.1: Participate in or lead a collaborative process resulting in a comprehensive community health assessment.

MEASURE	PURPOSE	SIGNIFICANCE
<b>Measure 1.1.3 A</b> Accessibility of community health assessment to agencies, organizations, and the general public	The purpose of this measure is to assess the Tribal, state, or local health department's efforts to share the community health assessment with other agencies and organizations and to make the assessment results available to the general public.	The community health assessment is a resource for all members of the public health system and the population at large. It is a basis for collaborations and for priority setting, planning, program development, funding applications, coordination of resources, and new ways to collaboratively use assets to improve the health of the population. Other governmental units and not-for-profits will use the community health assessment in their planning, program development, and development of funding applications.

REQUIRED DOCUMENTATION	GUIDANCE	NUMBER OF EXAMPLES	DATED WITHIN
1. Information provided to partner organizations concerning the availability of the community health assessment	<b>1. Health departments must document how it inform partners, stakeholders, other agencies, associations, and organizations of the availability of the community health assessment.</b>  Documentation could be, for example, emails to partners and stakeholders providing information of how to access the assessment; announcements in department newsletters; articles in newspapers; digital media, health department tweet or Facebook; public service announcements, and local news announcement.	2 examples	5 years
2. The availability of the community health assessment findings to the public	<b>2. Health departments must document how it communicates the community health assessment findings to the public.</b>  Documentation could be, for example, evidence of distribution of the assessment to libraries or the publication of the community health assessment on the department's website. Summaries of the findings could be, for example, published in newspapers, outlined in the department's newsletter, linked to from the department's Facebook page, or published on the department's website.	2 examples	5 years

Go to [idph.state.ia.us/mphi/gaining\\_ground.asp](http://idph.state.ia.us/mphi/gaining_ground.asp) or search on:



The screenshot shows the Iowa Department of Public Health (IDPH) website. The top navigation bar includes the IDPH logo, the text "Iowa Department of Public Health Promoting and Protecting the Health of Iowans", and a "Gaining Ground" link circled in red. Below the navigation bar is a sidebar with links: Home, A-Z Index, What We Do, News, Calendar, Employment, Definitions, Contact Us, Take Our Survey, County Public Health Contacts, facebook, and twitter. The main content area is titled "Gaining Ground" and contains a description of the initiative, a list of Iowa's Coalition members, and a contact information for Joy Harris.

**Iowa Department of Public Health**  
Promoting and Protecting the Health of Iowans

**Gaining Ground**

**Iowa Public Health Modernization**

**Home** **Gaining Ground**

**Standards** Gaining Ground is a national initiative designed to enhance performance and quality in public health departments and advance national accreditation by the Public Health Accreditation Board.

**Quality Improvement** With support from the Robert Wood Johnson Foundation (RWJF), the National Network of Public Health (NNPH), and the National Association of Public Health Statistics (NAPHS), IDPH has issued grants and is providing support to coalitions within Iowa and six other states to develop and implement support accreditation readiness, performance, and quality improvement.

**FAQs**

**Presentations**

**Iowa's Coalition includes:**

- Iowa Counties Public Health Association (ICPHA)
- Iowa Department of Public Health (IDPH)
- Iowa Environmental Health Association (IEHA)
- Iowa Public Health Association (IPHA)
- Midwestern Public Health Training Center (MPHTC)
- Public Health Advisory Council (PHAC)

For more information about Gaining Ground activities in Iowa please contact Joy Harris

**Fact Sheets**

**Links/TA**

**Legislative**

**News/Stories**

**Committees**

**History**

**Assessments**

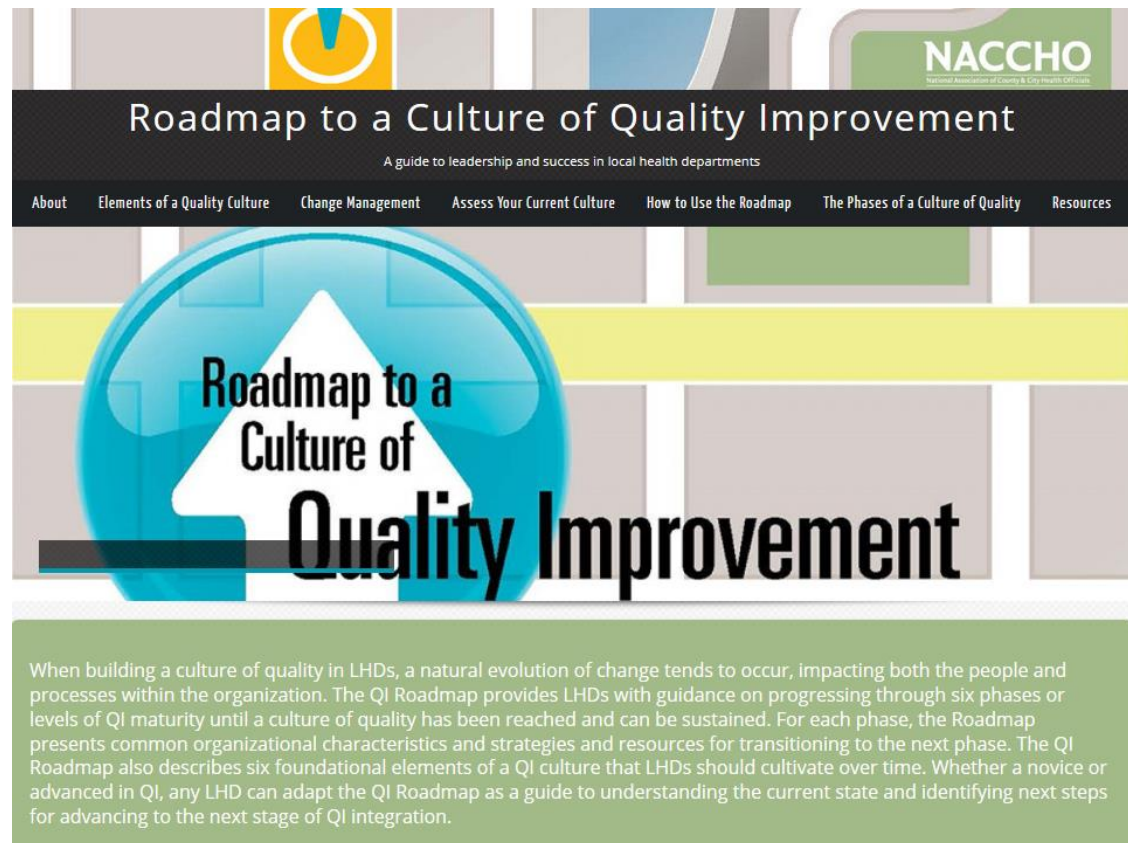
**Gaining Ground**

Gaining Ground Resources: Find our page on the IDPH website

# Gaining Ground Resources

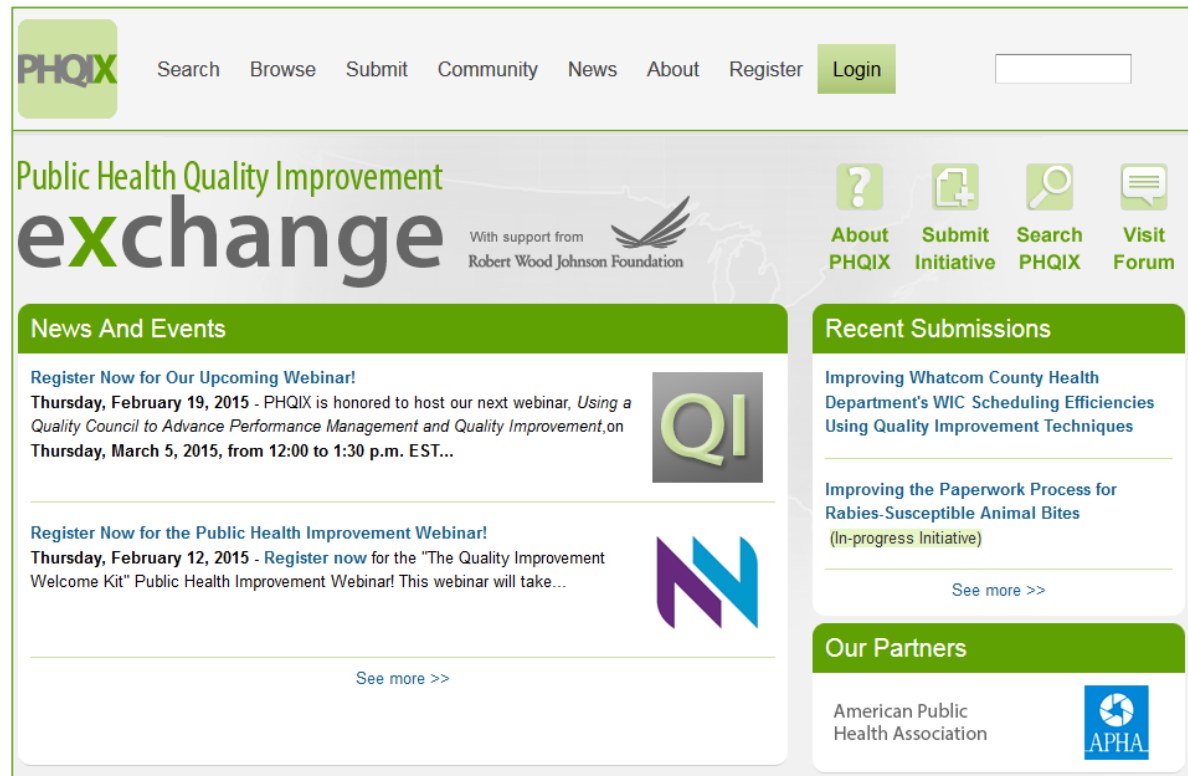
- Forthcoming resources on web page:
  - Self-assessment examples
  - More information about impact/difficulty rating forms
- Domain webinars
- 201 level training
  - April 30: NACCHO presents on aspects of public health leadership related to accreditation and PHAB standards
  - 2 additional trainings will be provided
- Funding opportunities to assist local health departments who wish to seek accreditation
- One more regional training opportunity
- Materials related to the standards for use with your local board of health and community partners
- Subject matter expert contacts established

Go to [qiroadmap.org](http://qiroadmap.org)



Roadmap to a Culture of Quality Improvement

Go to [phqix.org](http://phqix.org)



The screenshot shows the PHQIX website homepage. At the top is a navigation bar with the PHQIX logo, links for Search, Browse, Submit, Community, News, About, Register, and a Login button next to a search input field. Below the navigation bar is a large banner for "Public Health Quality Improvement exchange" with the Robert Wood Johnson Foundation logo and the text "With support from". To the right of the banner are four icons with labels: "About PHQIX", "Submit Initiative", "Search PHQIX", and "Visit Forum".

The main content area is divided into three sections:

- News And Events:** Contains two webinar announcements. The first is for a webinar on Thursday, February 19, 2015, about using a Quality Council to advance performance management and quality improvement, scheduled for Thursday, March 5, 2015, from 12:00 to 1:30 p.m. EST. The second is for a webinar on Thursday, February 12, 2015, about the "The Quality Improvement Welcome Kit" Public Health Improvement Webinar. Both sections include a "See more >>" link.
- Recent Submissions:** Lists two submissions: "Improving Whatcom County Health Department's WIC Scheduling Efficiencies Using Quality Improvement Techniques" and "Improving the Paperwork Process for Rabies-Susceptible Animal Bites (In-progress Initiative)". It also includes a "See more >>" link.
- Our Partners:** Features the American Public Health Association (APHA) logo.

Public Health Quality Improvement Exchange

# Public Health Foundation

- At [phf.org](http://phf.org), select Focus Areas > Performance Management Toolkit

The screenshot displays the Public Health Foundation (PHF) website. The header includes the PHF logo, a navigation bar with links (ABOUT PHF | CONSULTING & TRAINING SERVICES | CONTACT US | SUPPORT US), a search bar, and a main navigation menu (HOME | FOCUS AREAS | PROGRAMS | RESOURCES & TOOLS | NEWS | EVENTS | PHF PULSE). The breadcrumb trail reads: Home >> Focus Areas >> Performance Management >> Performance Management Toolkit. The 'FOCUS AREAS' link in the main navigation menu is circled in red. The page title is 'Performance Management Toolkit', and the sub-header is 'Welcome to the Public Health Performance Management Toolkit'. The left sidebar contains a 'Performance Management Toolkit' section with links to 'Toolkit Home', 'Approaches to Performance Management' (including 'Getting Started with Performance Management', 'Performance Management Self-Assessment', and 'Continuous Improvement of Performance Management Systems'), and 'Performance Management System Framework Components and Resources' (including 'About the Performance Management System Framework', 'Visible Leadership', 'Performance Standards', and 'Performance Measurement'). The main content area provides an overview of performance management and lists the two main sections: '1. Approaches to Performance Management' and '2. Performance Management System Framework Components and Resources'.

**Performance Management Toolkit**

Welcome to the Public Health Performance Management Toolkit

Performance management is a systematic process that helps an organization achieve its mission and strategic goals. PHF produces and provides resources and tools, including case stories, white papers, and customized technical assistance, that can help individuals and organizations move from learning to application. The purpose of this toolkit is to help people understand performance management and how to develop successful performance management systems.

This toolkit was designed to respond to an organization's needs regardless of where that specific organization is on the road to effective performance management. The toolkit contains two main sections:

**1. Approaches to Performance Management:**

The pages in this section provide information and resources to develop and continuously improve your performance management system:

- **Getting Started with Performance Management** offers resources to help organizations start internal conversations about building or improving a performance management system.
- **Performance Management Self-Assessment** is a tool to help teams determine the value of and gaps in their performance management system with regard to helping them achieve their objectives and continually improving their performance.
- **Continuous Improvement of Performance Management Systems** explores how to maintain a robust PM system over time and keep it relevant in an evolving environment.
- **Performance Management Case Stories** illustrate how health departments have developed and applied PM in their organizations.

**2. Performance Management System Framework Components and Resources:**

The pages in this section explore the components of the Public Health Performance Management System Framework, which depict some of the practices by which PM can be achieved. This Toolkit includes pages devoted to each of the five components and related resources as follows:



Also, don't hesitate to call!

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# Getting to YES!!!

- What is one key thing that you as an individual learned from today's session?
- What fears do you have about becoming PHABulous?
- What tools/supports do you need to become PHABulous?
- What do you need to get to YES, when looking at accreditation?
- Who in your community or agency would be good to share the information you learned here with?

Other questions?